

# Pine Belt Cellular, Inc.

## 54.313 Compliance Report

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### I. Progress Report on Five-Year Service Quality Improvement Plan

For the period January 1, 2011 through December 31, 2011 Pine Belt Cellular, Inc. ("Pine Belt") undertook and completed the following service quality improvement projects:

Site Name	Service Quality Improvement	Date	Wire Center CLLI	SAC
CATHERINE	Added 1X Voice and Data Cell Site	January 2011	CTHRALXA	250318
JACHIN	Added 1X Voice and Data Cell Site	March 2011	BTLRALXA	250284
SUTTLE	Added 1x Voice and Data Cell Site	April 2011	SELMALMT	255181
SAFFORD	Added EVDO Data on Site	April 2011	ALBRALXA	259789
NORTH CAMDEN	Added 1X Voice and Data Cell site	June 2011	CMDNALXA	250318
MSC	Added Home Agent to support Mobile IP Data	Dec 2011	All	All

In accomplishing these projects during the period January 1, 2011 through December 31, 2011, Pine Belt invested \$743,519.51 in telecommunications property, plant and equipment. During the same period, Pine Belt received \$181,350.00 in universal service support.

The maps on pages 2 through 6 depict Pine Belt's coverage in the licensed 5 county area. The following information is also shown:

#### Colors

Green	Predicted RSL equal to or better than -80 dBm
Yellow	-81 to -90 dBm
Magenta:	-91 to -100 dBm

#### Underlying Wire Center Information

U	ILEC Ultimate Boundary
E	ILEC Exchange Boundary
Text	ILEC Company and Exchange Name which correspond to Wire Center Name

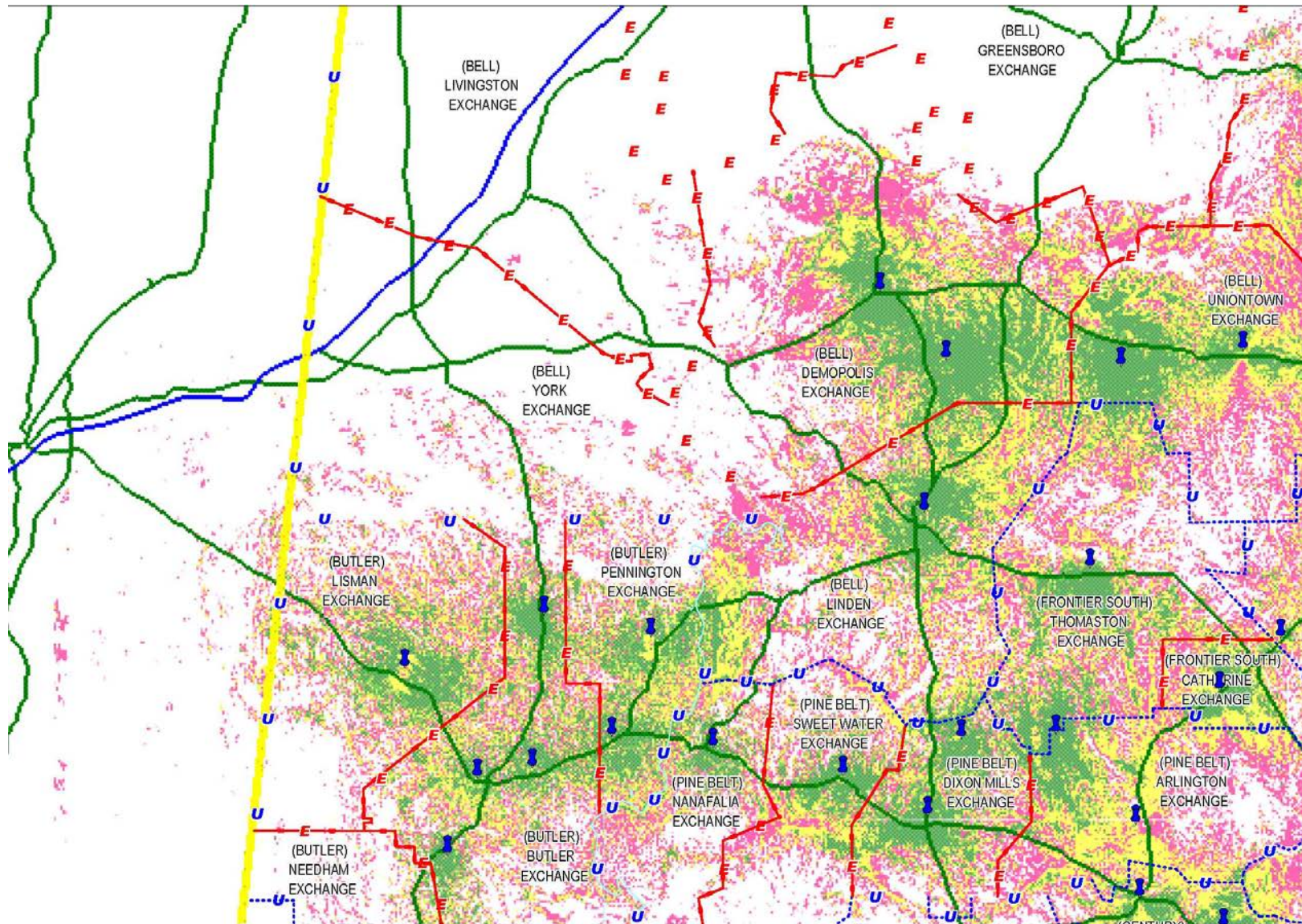
The first map depicts Pine Belt Cellular's 5 county licensed area. The following maps cover Northwest, Northeast, Southeast and Southwest quads of the 5 county area.





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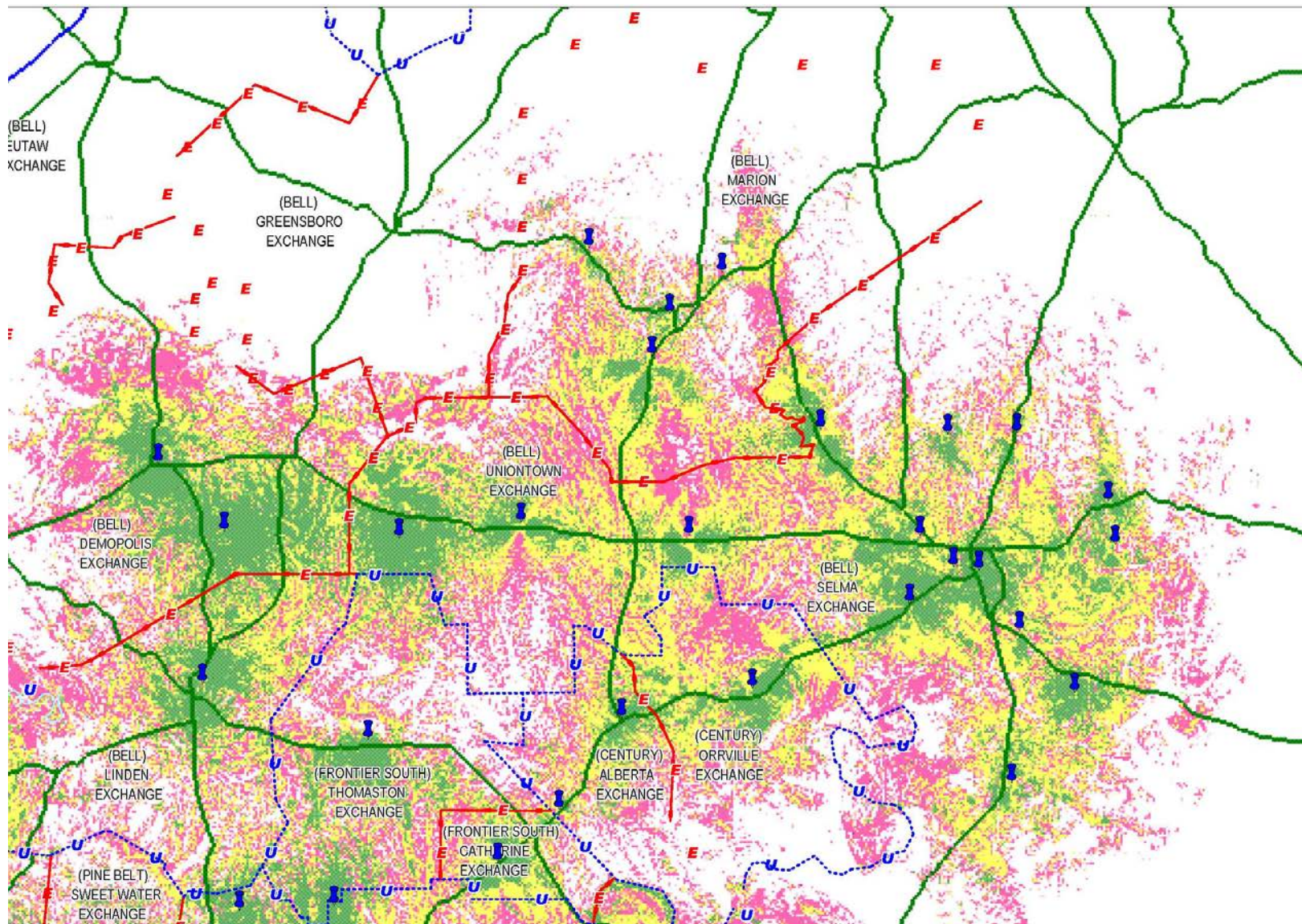
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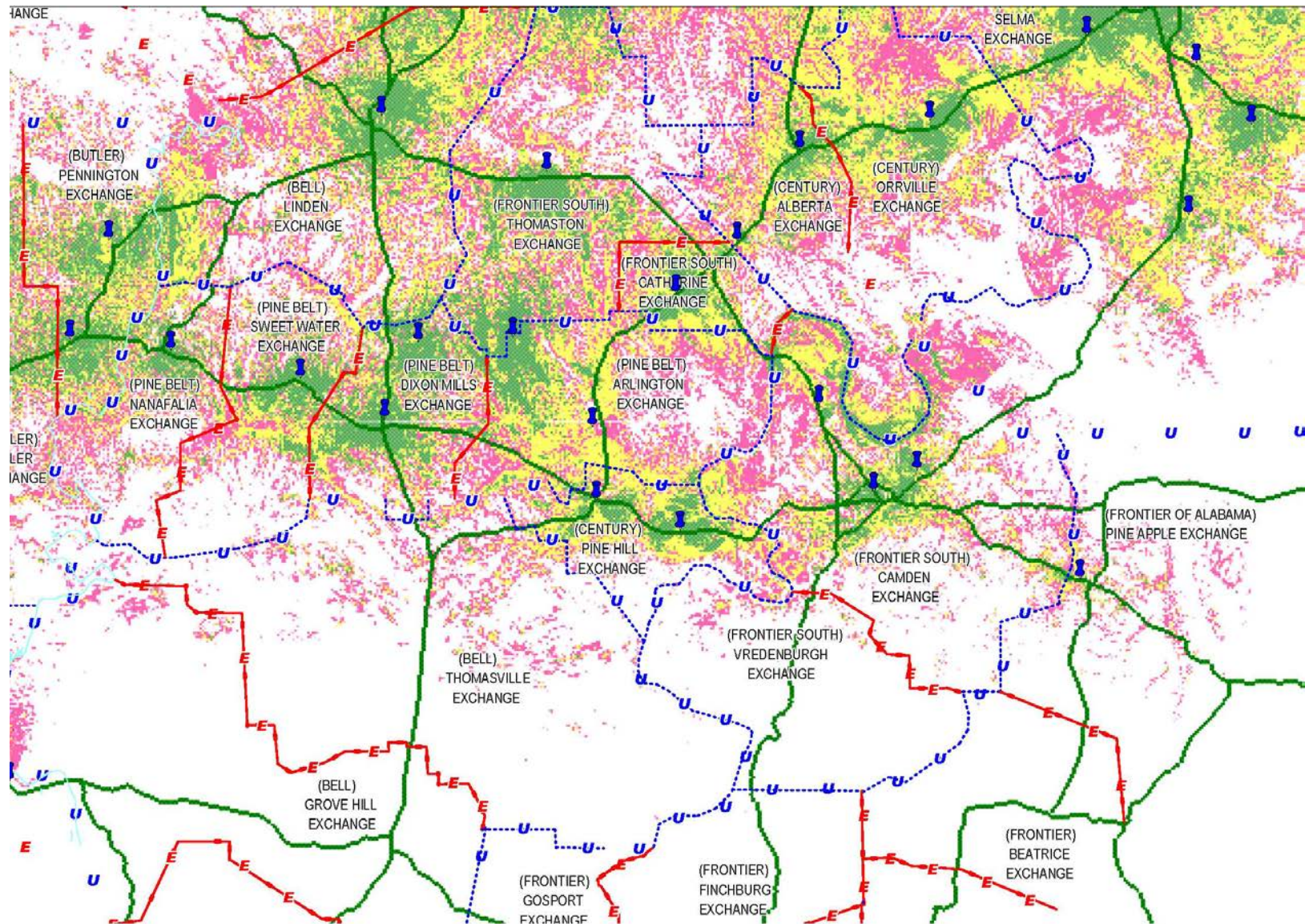
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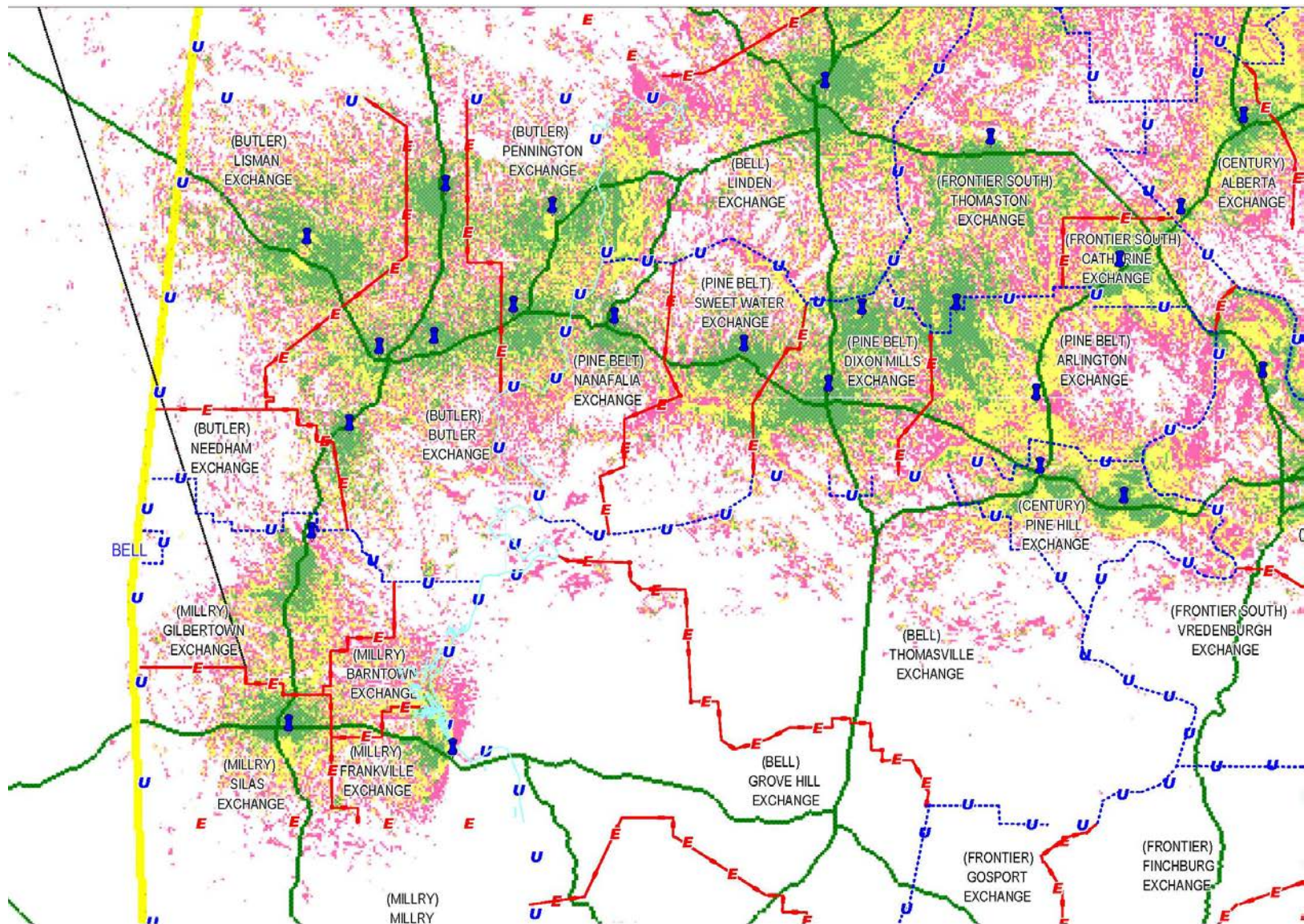


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### II. Outages Lasting 30 Minutes or Longer Potentially Affecting at Least 10% of End Users in a Designated Service Area

Pine Belt serves a relatively small subscriber base in a small, rural area. As a result, we are reporting all outages given the potential of each to affect service to 10% or more of our end users.

Date	Start Time	Date Corrected	End Time	Cell	Wire Center CLLI	Study Area Code	
1/6/2011	3:12	1/6/2011	9:00	Cell 27	SELMALMT	255181	Data Links oos; rectifier card out in M/W Cabinet
2/8/2011	23:33	2/9/2011	8:30	Cell 26	UNTWALNM	255181	Data Links oos; rectifier card out in MW cabinet
2/8/2011	22:30	2/9/2011	10:00	Cell 27	SELMALMT	255181	Data Links oos; rectifier card out in MW cabinet
2/12/2011	22:00	2/15/2011	12:00	Cell 4	BTLRALXA	250284	Problem with fiber optic cable
5/7/2011	16:40	5/8/2011	21:00	Cell 3 EVDO	BTLRALXA	250284	Charter Fiber Optic Cable cut
9/21/2011	9:30	9/21/2011	10:30	Cell 32	ORVLALXA	259789	Lightning surge T1 Interface Card oos on Cell Site, replaced card
9/21/2011	9:30	9/21/2011	10:30	Cell 32	ORVLALXA	259789	Lightning surge T1 Interface Card oos on Cell Site, replaced card
9/22/2011	0:30	9/22/2011	8:30	Cell 32	ORVLALXA	259789	T1 oos from Telco Optical Transport, rectifier oos
9/22/2011	0:30	9/22/2011	8:30	Cell 32	ORVLALXA	259789	T1 oos from Telco Optical Transport, rectifier oos
9/27/2011	7:30	9/27/2011	15:00	TG 630	BTLRALXA	250284	Choctaw County 911 out, Butler Telephone Outage in Butler Central Office
9/27/2011	7:30	9/27/2011	15:00	TG 702	BLTRALXA	250284	Mobile to Land trunks out, Butler Telephone Outage in Butler Central Office
9/27/2011	7:30	9/27/2011	15:00	TG 630	BTLRALXA	250284	Choctaw County 911 out, Butler Telephone Outage in Butler Central Office
9/27/2011	7:30	9/27/2011	15:00	TG 702	BTLRALXA	250284	Mobile to Land trunks out, Butler Telephone Outage in Butler Central Office
9/28/2011	16:30	10/5/2011	10:00	Cell 5 EVDO	LNDNALMA	255181	Link to BSC went oos, restarted remotely, BSC link kept going up and down, had to go to site and power cycle
9/28/2011	16:30	10/5/2011	10:00	Cell 5 EVDO	LNDNALMA	255181	Link to BSC went oos, restarted remotely, BSC link kept going up and down, had to go to site and power cycle
10/12/2011	19:30	10/12/2011	23:00	Cell 5 EVDO	LNDNALMA	255181	CCP Function Fail, had to go to site and power cycle
10/12/2011	19:30	10/12/2011	23:00	Cell 5 EVDO	LNDNALMA	255181	CCP Function Fail, had to go to site and power cycle

#### ❑ Outages Potentially Affecting a 911 Special Facility

During the reporting period, one of the outages affected Pine Belt's ability to process calls to the 911 emergency response system.

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□ ***Actions taken to mitigate future occurrences include:***

- a. Regularly scheduled inspections of network critical components, including but not limited to line sweeps, power calibrations, and ground field audits;
- b. Periodic reviews of all in preventive maintenance activities looking for indications of impending equipment failures;
- c. Requests for priority treatment from supporting utilities and deployment of portable standby power generation equipment if necessary;
- d. Coordination with ILEC



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### III. Unfulfilled Service Request

Pine Belt has no pending requests for service in the area in which it holds ETC designation from the past year. There were twenty one applicants during the reporting period that disconnected during the initial subscription grace period because of reported quality of service issues at the customers premise – (this includes mobile voice as well as fixed and mobile data services).

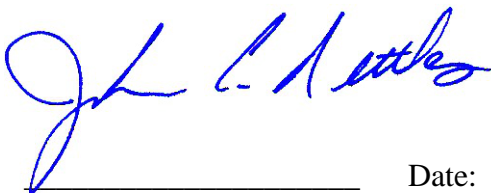
### IV. Complaints per 1,000 Handsets or Lines

During the reporting period Pine Belt averaged less than 10 quality-of-service related complaints per 1000 handsets per annum.

### V. Certifications

Pine Belt Cellular, Inc. certifies that it;

- a) complies with the applicable service quality standards and consumer protection rules;
- b) is capable to of functioning in emergency situations as set forth in §54.202(a)(2) of the Commission's Rules;
- c) offers a local usage plans comparable to that offered by the incumbent LEC in the relevant service areas;
- d) uses the sole brand name of Pine Belt Wireless and does so in all study areas where it holds CETC status; and
- e) acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.



By: \_\_\_\_\_  
John C. Nettles, President  
Pine Belt Cellular, Inc.

Date: March 30, 2012